King County	Department of Adult and Juvenile Detention Adult Divisions General Policy Manual	
	Chapter 6 **Inmate Classification and Discipline**	
6.01.001, **Inmate Kites**	Approved By:	Director John Diaz
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Purpose
To describe the system inmates shall use to make requests while incarcerated.

Policy
It is the policy of the department to provide a written communication system for inmates to make requests and express concerns to staff in an expedient and efficient manner.

References

Department Forms:	Service Request Kite	(F-530)
	Classification Kite	(F-532)
	Jail Health Services (JHS) Kite	(F-538)

Definitions
Kite: A form of written communication used by inmates to make requests or register complaints to staff. Inmates shall utilize the following kites for requesting services:
Classification Kites (F-532): Used to request assistance with housing or housing compatibility problems, reclassification of housing assignments, notary services or other jail programs.
Jail Health Services (JHS) Kite (F-538): Used to request assistance with medical, dental, or psychiatric problems.
Service Request Kite (F-530): Used to request assistance with all other issues or problems, including, but not limited to commitments, notary services, library, religious services, recreation, court services, booking issues, and commissary.
Timely Manner: As used in this policy, "timely manner" means without unnecessary delay.

A. Procedure

1. **Classification Kites** shall be:
   a. Collected by officers while performing their security rounds or by receiving them directly from inmates.
   b. Reviewed by officers for emergent conditions. If unable to resolve the problem themselves, they shall notify the sergeant on duty.
   c. Placed in the appropriate kite box by officers and, at least once per shift, taken to the designated location for classification kites. Inmates may also place kites directly into the kite box.
   d. Reviewed by Corrections Programs Specialist (CPS) staff and responded to in a timely

manner.

1) Kites indicating compatibility or safety issues shall require the CPS to personally interview the involved inmates.
2) Kites not requiring personal contact may be responded to in written form. The kite is then returned to the Officer, to be returned to the inmate.
3) Written responses on kites are then to be documented in the classification record by the responding CPS.

2. **Jail Health Service Kites** shall be:
   a. Submitted to JHS staff during their scheduled rounds (KCCF & MRJC) or placed in designated locked boxes (MRJC).
3. **Service Request Kites** shall be:
   a. Collected by officers while performing their security rounds or by receiving them directly from inmates.
   b. Reviewed by officers for emergent conditions. If unable to resolve the problem themselves, they shall notify a Corrections Program Specialist (CPS) or the sergeant on duty.
   c. Placed in the appropriate kite box and, at least once per shift, taken to the designated location for service request kites. Inmates may also place kites directly into the kite box.
   d. Mailroom staff shall pick up white kites and sort and distribute them.
      1) Booking and Release Officers shall respond to requests regarding, but not limited to, booking and release dates, in a timely manner.
      2) Commitment Officers shall respond to requests regarding, but not limited to, release dates, court dates, fines, charges, early release credits (good time), commitments, and transport, in a timely manner.
      3) Court Services shall respond to requests regarding, but not limited to, court-related issues, PR interviews, charges/holds/warrants, etc.
      4) The Jail Chaplain shall respond to requests regarding, but not limited to, religious counseling, bibles and spiritual literature, and personal problems and consultation.
      5) Commissary staff shall respond to requests regarding, but not limited to, commissary orders.
      6) Bookkeeping staff shall respond to requests regarding, but not limited to, the Inmate Fund Accounts.
      7) The Mailroom staff shall respond to requests regarding, but not limited to, problems with or questions about mail.
      8) Program staff shall respond to requests regarding, but not limited to, programs for school, veteran's assistance programs, or other offered programs.
      9) Property Room staff shall respond to requests regarding, but not limited to, questions about property.
      10) Records staff shall respond to requests regarding, but not limited to, access to inmate records.
      11) Recreation staff shall respond to requests regarding, but not limited to, game supplies, yard schedules, and other recreational programs.
      12) Community Corrections Division (CCD) staff shall respond to requests regarding, but not limited to, Electronic Home Detention (EHD) and Community Center for Alternative Programs (CCAP).
4. **Follow-Up Process**
   a. When a kite requires a reply:
      1) Appropriate staff shall write a reply in the lower half of the kite and place the kite

in the designated areas for return kites.

2) Mailroom staff shall then route the kites to the proper housing locations, for delivery to the inmates.
3) Officers shall deliver return kites with written responses to inmates.